



Release of AOL Search Data Sparks Concern

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by *Jeremy Kirk*

AOL has apparently released details of Internet searches performed over a period of three months by hundreds of thousands of its subscribers, raising privacy concerns.

The data, apparently made available for research purposes, is no longer available at the Web site <http://research.aol.com>, but details of the data were cited by technology blog site Techcrunch, and the page linking to it was cached by Google's search engine.

The cached copy of the page said the data comprised about 19 million Web searches performed by 658,000 users from March through May. The page warned of sexually explicit language in some of the queries, and said of the data, "This collection is distributed for noncommercial research use only." The page contained a link to a compressed copy of the data archive.

The page asked researchers using the data to cite a research paper entitled "A Picture of Search" based on the data, which names two AOL employees



“A nation that is afraid to let its people judge the truth and falsehood in an open market is afraid of its people.” (1962)



“A Deep Sense of Pride”
(Signing ceremony on the 4th of July, 1966)

10. Treating Atoms and Bits the Same Way



Form does not matter -- the nature of the record does.

Sensitive records should be closely safeguarded; routine records should be held loosely.



New York City Department of Education v. Toquir Choudhri

de minumus

“It should be observed that the Internet has become the modern equivalent of a telephone or a daily newspaper, providing a combination of communication and information that most employees use as frequently in their personal lives as for their work.”

- John B. Spooner, Administrative Law Judge
New York City Office of Administrative Trials and Hearings



9. Proving Identity

Government is the keeper of the unique, authoritative record to which all others refer -- irreplaceable in controlling immigration, fueling a real-time economy and mitigating fraud and identity threat.

- ✓ Clearly, government must get and keep its house in order.
- ✓ Bad actors in the private sector are properly dealt with as a matter of law enforcement - with *enforcement* being the operative word.

8. Protecting a Vital Public Asset

- ✓ Information security is the thin red line that keeps all the promises made by government about public accountability and safeguarding personally identifiable information.
- ✓ Sound security helps ensure the integrity of government services, and the prevention of misuse of information and other public assets for illegal purposes.



7. Preserving a Few Good Silos

- ✓ Convenience is important but it is not an ultimate value. Seemingly innocuous applications that tie together formerly discrete systems can quickly become problematic.
- ✓ Counter intuitive polling data - people and *businesses* like “privacy by obscurity.”
- ✓ Good technical design is sometimes at odds with good political design.

6. Getting over the Physical Artifact



Anachronistic auditing and compliance practices remain wedded to the assumption that paper-is-safer has added a curious final step to end-to-end electronic transactions

5. A Digital Clean Sweep

Government has an uneven record when it comes to retaining records as required by the relevant retention schedules.



Aided by cheap and robust storage technology and a risk adverse bureaucratic culture, there is also a tendency to save huge amounts of data that has outlived their operational usefulness and do not need to be retained by law.

4. Government Intelligence about Itself



The simple and compelling idea here is to interrogate the aggregated information it holds about its own activities in order to monitor its own performance and contribute to data-driven planning and decisions.

3. Gotcha-style Accountability

- ✓ Technology now makes “100% auditing” possible.
- ✓ Do we go after everything or prioritize those areas with greatest potential for abuse?
- ✓ Getting this one wrong has a chilling effect on public servants who act in good faith, who take seriously the direction to take risks, but could be excused for feeling at risk themselves.



2. SOX-like Accountability

- ✓ No fewer than 16 states have sustained accountability programs.
- ✓ Digital public records are key to the currently popular focus on performance, accountability and compliance.
- ✓ Growing adoption of an internal controls framework from the Committee of Sponsoring Organizations (COSO)
- ✓ Revised GAO Circular A-123 requires federal agencies to provide assurance statements

1. Secrets vs. Sunshine



- ✓ 75% increase in the volume in the designation of classified records in the federal government - from 9 million in 2001 to 16 million in 2004.
- ✓ An even larger universe of records are shielded from public view as “sensitive but unclassified” or “for official use only.”

Global, flat and **CONCEPTUAL**

It Gets Harder from Here ... and Requires a Smarter Response

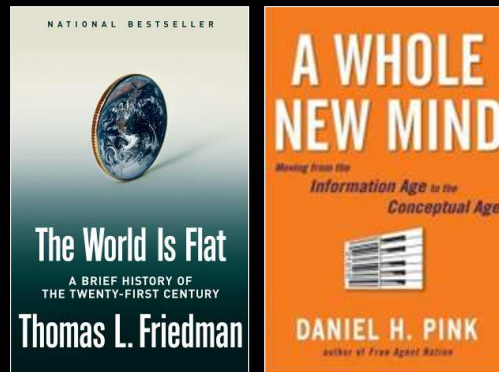


Figure That Out! ... For Yourself!

“Everything ‘e’ **BY 2003”**

A Promise of a Type and of a Time

Alabama	Iowa	Ohio
Alaska	Kansas	Oklahoma
Arizona	Maine	Oregon
Arkansas	Maryland	Pennsylvania
California	Massachusetts	Rhode Island
Colorado	Michigan	South Carolina
Connecticut	Minnesota	South Dakota
Florida	Nebraska	Tennessee
Georgia	Nevada	Texas
Hawaii	New Hampshire	Vermont
Idaho	New Mexico	Wisconsin
Illinois	New York	Wyoming

Feeling (Dis)connected

Davis, Hibbitts & Midghall INC.
OPINION RESEARCH & CONSULTATION

One state's frame of mind taps dismal national mood....



>70%

want to be active in the life of their communities and the decisions that effect it.

< 20% think any level of government is doing a VERY good job.
< 12% strongly trust state government to do the right thing.
Oregonians think 39 cents out of every dollar the state spends is wasted.

WIRED: Demand by the Numbers



myspace
a place for friends

Myspace Democrats (private group)
The Democratic Party has represented the interests of working families, fighting for equal opportunities and justice for all Americans. Join us

Join Group
Founded: Sep 24, 2004
Members: 51,737



Myspace Republicans (private group)
Welcome to the party of ideas and our forum to discuss them! There's plenty of room for civil debate under the big tent of the Republican party.

Join Group
Founded: Jun 8, 2004
Members: 46,819



The Fix
By Chris Cillizza

washingtonpost.com's Politics Blog

[About This Blog](#) | [Meet Chris Cillizza](#) | [XML](#) [RSS Feed](#) [What's RSS?](#)

Posted at 07:50 AM ET, 07/12/2006

The Pros and Cons of Auto-Dialed Surveys

It's no secret to regular readers of this blog that The Fix's interest in polling borders on obsession. I love the idea of combing through data to find the messages hidden within the numbers.

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State Government Blog
Wednesday, July 12, 2006

Click here to ask reporter Adam Wilson a question or send in a tip.

And the final figure is... 10 grand plus
posted 10:45 AM 7/10/2006

Preparing the Capitol Campus for a neo-Nazi rally on July 3 and the much larger counter demonstration cost the Department of General Administration \$10,000.

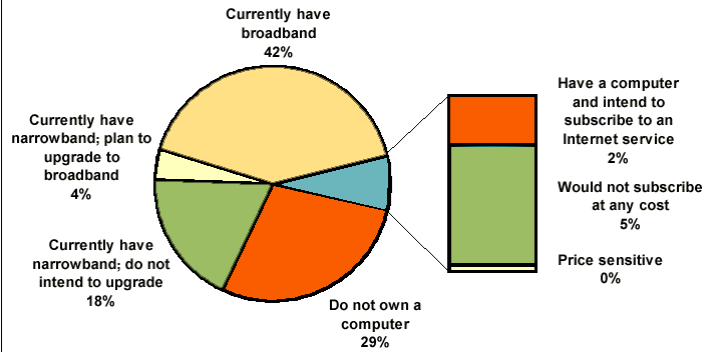
Adam Wilson
State Government Reporter

Adam Wilson began reporting on politics and state government for The Olympian in 2004. Previously, he covered the state's legislature and business/industry/public.

- ✓ 80 million myspacers
- ✓ 40 million bloggers
- ✓ A million amateur encyclopedians

Our Connected America

U.S. Households by Internet Access and Subscription Intentions, Q4 2005



Source: Parks Associates, 2006

Growing Digital Majority:
64% of all American Households

Eyewitness to TIPPING POINTS



The telegram is dead.
Long live the telegram.

- Tom Standage, *The Victorian Internet*

Western Union delivered its final telegram on January 27, 2006

A Generational Thing....



- Listen
- Deliberate
- Decide
- Act
- Create
- Judge outcomes
- Protect

- Modeling complex systems:
 - Data
 - Rules
 - Processes
 - Outcomes
- Weather, oceans, markets, seismic events, genomes, diseases, and the cosmos are **hard**
- Government is **easy**

- Publish
- Interact
- Transact
- Integrate
- Transform

**We are
hung up in
the middle
of here**

- Technical challenges are mostly gone
- Now the if you have the money, the will, and the need, you can do it

- The coming together or merging of:
 - Jurisdictions
 - Industries
 - Companies
 - Tools and technologies
 - Products and devices
 - Professions and skills
 - Jobs
- The viral spread of IT across and within industries and elements of life

ANALOG

- Nut, screws and bolts
- Rails
- Electricity
- Auto tires
- Paper
- Plumbing and lumber
- Drove the greatest expansion of human productive capacity in history

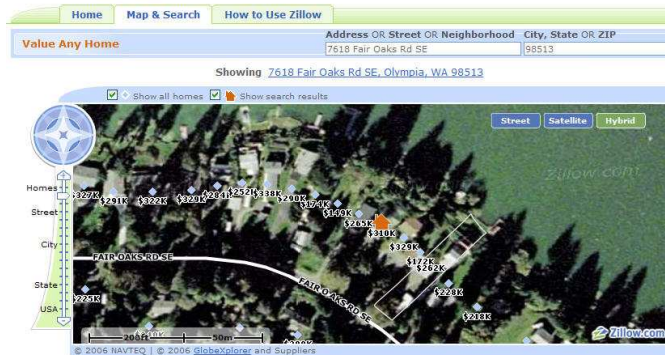
DIGITAL

- Data (XML bodies are active in every industry)
- Networks (IP everything)
- Software interface (Web Services and SOA)
- Storage (the one file holy grail)
- Processing (Gird for the Grid)
- And the effect will be at least as large...

Dr. R. J. H. Varn asks ...

- What if, within 10 years, all data flows in and out of government is standardized or will be easily transformed to the government accepted format?
- What if government modules become standard parts of software?
- What if the transaction side of government is eliminated within 20 years and replaced by customer agents in the form of software and private sector services and systems?

Looking around **CORNERS ...**



35M

Customer Agents: **You Know Them**

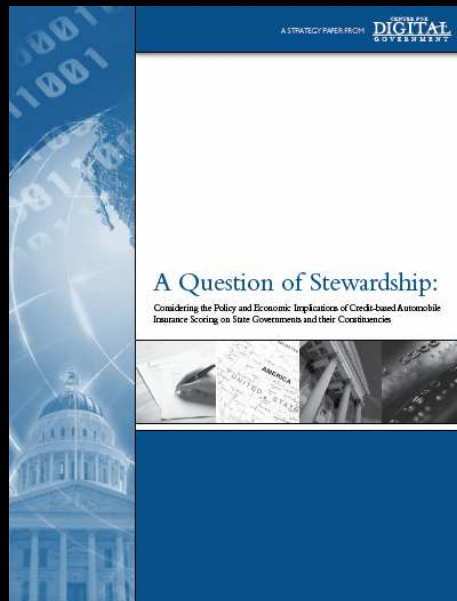
... and Government helped create most of them

- ✓ Any function of government not requiring the physical presence of the citizen can/is/will be done by a customer agent
- ✓ Government customer agents are people, professionals, software, and services that do government for us
- ✓ Accountants and lawyers are old school; government as a service (web service) is the natural extension of public service in the new century

Effects On **Government**

- Organizational and process changes
- Challenges to sovereignty and silos
- Specialization and combination at the same time
- It will reflect the changes in world eventually
- Convergence and continuing realignment
- Functional and cross-boundary change is spreading
- Returning to the essential mission is a likely long term outcome

Post Script **A Little Funding Stream**



The sleeper issue in the rise of insurance scoring is the displacement of driving histories in favor of credit histories — or, seen more broadly, the displacement of public records with commercial records, which were created for different purposes and with different expectations under the law. The shift comes at a cost.

Lost in the discussion is the level of economic harm to public treasuries, as income related to public record access fell by nearly 25 percent in at least one NIC state.

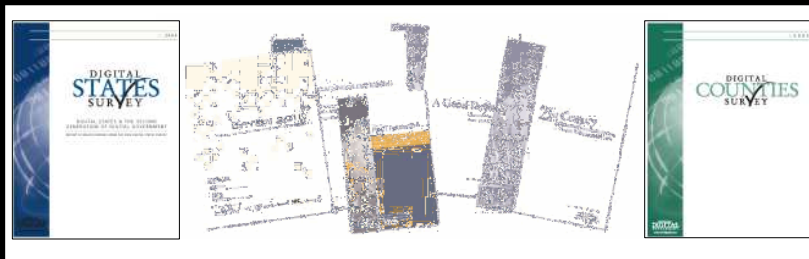


FREEDOM FORUM

FREE PRESS. FREE SPEECH. FREE SPIRIT.

The Freedom Forum, based in Arlington, Va., is a nonpartisan foundation dedicated to free press, free speech and free spirit for all people. The foundation focuses on three priorities: the Newseum, the First Amendment and newsroom diversity.

“After 9/11, we were told that as an open society, our strength was our weakness. Five years on, it is time to re-exert the modest proposition that our strength is still our strength.”



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